

**MAJOR FUNCTION**

This is professional, technical and public contact work marketing commercial solid waste services. Work involves proactively visiting new commercial customers to ascertain their solid waste needs and auditing the services of existing accounts to verify that services are at the appropriate levels. The incumbent reports to the Director-Solid Waste Services and is expected to exercise independent judgment in performing day-to-day field and office responsibilities associated with commercial solid waste marketing and auditing activities. Work is reviewed through analysis of reports, observations and by the results obtained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Assist commercial customers in determining needed service level and type by conducting site visits, performing waste assessments, discussing garbage/trash disposal costs, space and servicing options, and offering waste reduction and recycling recommendations. Investigates commercial billing and service complaints by reviewing CIS information; discusses account with appropriate Solid Waste Services supervisor; makes recommendations to correct billing or resolve the issue in another manner acceptable to both parties; and documents customer feedback. Researches and collects information necessary to resolve customer problems or responds to citizen inquiries either orally or in writing, as appropriate. Creates tracking/documentation system for number of calls/appointments made relative to number of solid waste and recycling accounts added annually. Evaluates service levels of existing customers and makes recommendations for waste reduction when necessary, especially when recycling services are added. Advises customers on effective use of recycling containers and collection services and techniques to minimize waste. Assists in reviewing new developments via Growth Management's site review process by evaluating design drawings and making recommendations regarding solid waste and recycling container space allocation. Conducts special surveys and studies either on-site or over the telephone of commercial customer attitudes and preferences relating to solid waste. Compiles and analyzes survey results and recommends action, where warranted. Maintains statistical and other reports that measure program efficiency and effectiveness. Performs related work as required.

**Other Important Duties**

Keeps abreast of, discusses and promotes other waste reduction and reuse opportunities available in the community. Assists in planning and implementing revisions to existing programs, policies or procedures affecting commercial solid waste customers. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Knowledge of the implementation and administration of solid waste management and marketing programs. Knowledge of solid waste operations, ordinances, rates, policies and procedures. Knowledge of the principles and techniques of marketing and public relations. Working knowledge of solid waste, recycling and marketing methods, techniques, practices and regulatory constraints. Ability to balance the interests of the customer and the City to accomplish marketing and solid waste management goals. Ability to establish and maintain harmonious and effective working relationships as necessitated by the work. Ability to deal tactfully, persuasively and effectively with the public. Ability to perform mathematical computations and prepare and maintain complex records and reports. Ability to perform solid waste audits. Skill in the use of microcomputers and the associated programs and applications necessary for successful job performance.

**Minimum Training and Experience**

Possession of a Bachelor's degree in public or business administration, marketing, public relations, planning, economics, one of the social sciences, or a field related to any of the aforementioned areas,

and two years of professional or technical experience in marketing, advertising, program planning, product promotion, utility billing, utility customer service, waste management or a related area; or an equivalent combination of training and experience.

Necessary Special Requirements

Must possess a valid class "E" state driver's license.

Established: 11-13-06